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HSN Claims Update
June 9, 2008

In response to feedback received from providers as well as the Massachusetts Hospital Association, the Division would like to update providers on the following matters –

- Field Error / Validation Report – Beginning June 23, 2008, the Field Error / Validation Report will be modified so that all fatal errors will be sorted at the top of the report and Warnings being sorted at the bottom of the report. This modification will allow providers to more easily identify and work on resolving fatal errors. Providers should note that although warnings do not impact a claim's submission failure, they should be carefully reviewed. The purpose of warnings being reported is to provide advance warning should they become enforced (as a fatal error) in the future.
- View Submissions – Providers who are uncertain as to the status of a claim submission can (1) Contact the Division's Help Desk at (800) 609-7232 to inquire as to whether or not a submission was received or (2) Look in INET under the View Previous Submissions link

Upload Files to DHCFP
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Get Medical Hardship Forms/Instructions
Return to Main Menu

which can be found within the Upload Files to DHCFP/Download Files from DHCFP link that providers first see upon logging on to INET. The View Previous Submissions link will indicate the status of all files submitted to the Division via INET as well as whether or not the transfer was successful (i.e., the Division received the submission).

Questions involving this updated information should be forwarded to the Division's Help Desk at (800) 609-7232. Thank you.